



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending September 30, 2011

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.10	1.80	1.30	2.07
B. Operator Answer Time - Information [730.510(a)(1)]	12.72 *	10.74 *	7.05	10.17 *
C. Repair Office Answer Time [730.510(b)(1)]	29.83	46.06	67.89 *	47.93
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.98	16.29	25.59	15.95
E. Percent of Service Installations [730.540(a)]	100.00%	95.47%	67.42% *	87.63% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	78.13% *	71.74% *	77.14% *	75.67% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.12	0.15	0.09	0.12
H. Percent Repeat Trouble Reports [730.545(c)]	6.09%	8.57%	1.18%	5.28%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	1	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Item B & C results met for the qtr on avg. D represents ntl/multi-state results. E results due to large business orders. F results as per PA 096-0927. F results missed by <10 troubles on avg per month. Results for Item I not available.



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